



Erie County Medical Center Patient Visitation

Updated: December 29, 2021

In an effort to protect our patients, families, visitors and staff against the spread of infection, ECMC has implemented the following visitation policy at all sites, effective **December 31, 2021**. This does not apply to those seeking treatment.

Inpatient Visitation

1. Until further notice, inpatient visitation is suspended, except when medically necessary, or for family members or legal representatives of patients in imminent end-of-life situations.
2. Patients can be contacted over the phone or through a scheduled video call. The patient's care team can help set up the video call.
3. If permitted, visitors are required to comply with ECMC's screening checkpoint procedures and must wear a mask at all times while in the hospital. If they cannot comply with the screening measures, they cannot have an in-person visit in the hospital.

Critical Care Units

1. Patient visitation is prohibited for the safety of our patients and caregivers, except when medically necessary, or for family members or legal representatives of patients in imminent end-of-life situations.
2. Patients can be contacted over the phone or through a scheduled video call. The patient's care team can help set up the video call.
3. Visitors, if permitted, are required to comply with ECMC's screening checkpoint procedures and must be masked for the entire time they are in the hospital. If you cannot comply with the screening measures, you cannot have an in-person visit in the hospital.

KeyBank Trauma and Emergency Department

1. One support person is permitted per patient. The support person will be able to accompany a patient in the Emergency Department, and that person must remain in the patient's treatment room for the entire visit.
2. At times we may need to restrict visitation to maintain an appropriate care environment for our patients.
3. COVID-19 patient visitation remains prohibited for the safety of our patients and caregivers, with compassionate exceptions for end of life.
4. The patient's support person must be screened for COVID-19 symptoms and must be masked for the entire time they are in the hospital and ensure social distancing with proper hand hygiene.
5. If a patient is admitted to the hospital, they can be contacted over the phone or through a scheduled video call. The patient's care team can help set up the video call.
6. Pediatric patients may have both parents as essential support persons.

continued



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Behavioral Health & Acute Substance Abuse Unit

1. Until further notice, inpatient visitation is suspended.
2. Patients can be contacted over the phone.
3. Patient care team will reach out for treatment planning purposes as necessary.

Surgery and Procedure Areas

1. Complying with NYS Department of Health guidance, inpatient and outpatient elective surgeries are suspended until further notice.

Outpatient Clinics and Services

1. If a Support Person is needed for a patient they can assist with check-in and provide a phone number to be called when patient is discharged.
2. If deemed medically necessary, one support person may accompany the patient for the entire clinic visit.

Terrace View Long-Term Care Facility

1. Appointments for visitation are no longer required. You can come in to visit anytime during updated visiting hours:
1:00 PM until 7:00 PM
2. Each visitor must complete the screening process upon arrival and information will be provided on COVID-19 signs and symptoms, use of PPE, masking, social distancing, hand hygiene, and general rules of visitation.
3. Visitors under the age of 18 are encouraged to call and make an appointment to visit, in advance, at **(716) 551-7217**